

## Service Request Summary Report

18-00052759

Printed Date : Jun 25, 2020 8:51:33 AM

<b>Type:</b>	CSB-General Inquiry	<b>SR #:</b>	18-00052759
<b>Area:</b>	-	<b>Priority:</b>	Standard
<b>Group:</b>	FAS-Customer Service Bureau	<b>Status:</b>	Transferred to Other Department
<b>Jurisdiction:</b>	City of Seattle	<b>Status Date:</b>	Apr 6, 2018 4:32:10 PM
<b>Input By:</b>	Harmston, Katelyn	<b>Created Date:</b>	Mar 20, 2018 12:44:42 PM
<b>Method Received:</b>	Phone	<b>Overdue on:</b>	Apr 3, 2018 12:44:42 PM
<b>Location:</b>	3209 E HARRISON ST, SEATTLE, WA 98112		
<b>Location Details:</b>			
<b>SR Comments:</b>			

Flex Notes	
Flex Note Question	Flex Note Answer
Location Details	
What is the nature of your inquiry?	Barnes called CSB to express her frustrations about the curb in front of her home being damaged by a Shelter Homes Construction. Shelter Homes Construction is working on a home at 323 33rd Ave E. Over a year ago, their company damaged the curb in front of her home and informed her that they would repair it. Barnes was in good communication with the company several months ago and has been patient. Now the company is ignoring her and she is concerned that the company will leave the sidewalk in disrepair and it will become her responsibility. Please see the attached communication provided by the customer via email. Barnes is hoping the City can assist with this issue and require the construction company to repair the sidewalk.
Short Subject	SDOT - Inspect damaged curb
Request Type	Request for Service
Response Type	Direct and Notify CSB
Referred By	
Issue Category	Inspection
CSB Issue	Sidewalks,Street Use
CSB Staff	Katelyn Harmston
Responsible Department	Transportation
Department Phone Number	

Participants				
Participant Type	Participant Name	Address	Email	Phones/Extension
Customer	Barnes, Katrina		k_barnupward7_98@yahoo.com	HOME 206-856-0838

Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Investigator Action	Harmston, Katelyn	Mar 23, 2018 5:00:00 PM	Mar 20, 2018 12:45:00 PM	Copy SR to CSR Department

Details
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### Activities

Activities	Assigned Staff	Due Date	Completed Date	Outcome
CSB Department Action	SDOT Contact,	Apr 3, 2018 5:00:00 PM	Mar 20, 2018 1:12:00 PM	Handled by Department

### Details

### Activities

Activities	Assigned Staff	Due Date	Completed Date	Outcome
Copy and link to another SR Type	SDOT Contact,		Mar 20, 2018 1:12:00 PM	SDOT-General Inquiry

### Details

### Activities

Activities	Assigned Staff	Due Date	Completed Date	Outcome
Incoming Email		Apr 9, 2018 5:00:00 PM	Apr 6, 2018 8:09:55 AM	Complete

### Details

<meta http-equiv="Content-Type" content="text/html; charset=us-ascii"><font face="Tahoma">Please see the response to your case&nbsp;18-00052759 in the Related SRs tab.<br></font>  
<p></p><font face="Tahoma">Additional Comments: Inspector Salim Mayberry looked into the situation and performed a site visit at this location. He has reached out to the constituent directly to find out more information. Salim may be reached at salim.mayberry@seattle.gov for more information. 4/6 MW</font>  
<p><font face="Tahoma">SDOT SR </font><a href="http://seattle-csrprod.motorolasolutions.com/SRManagement/UI/SRManagement.aspx?id=193012264"><font face="Tahoma">18-00052785</font></a><br></p>

### Service Requests Attachments

#### Image



Title: Truck

Description:

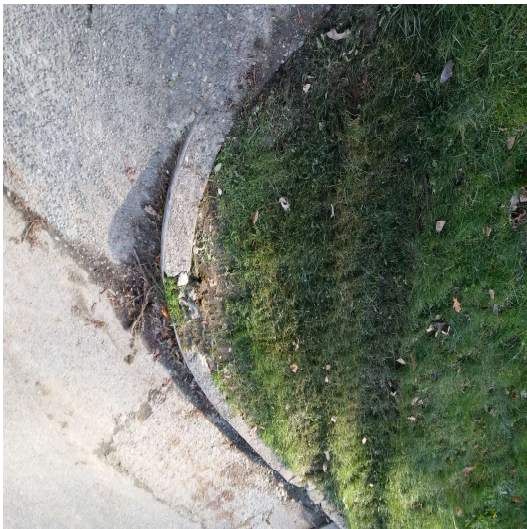
**Service Request Summary Report**  
**18-00052759**

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**Image**



**Title:** Curb  
**Description:**



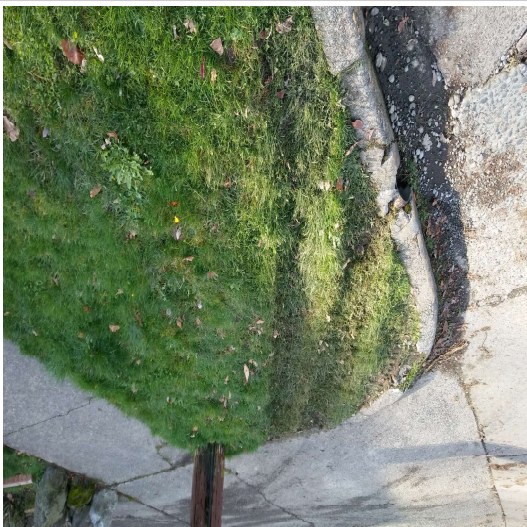
**Title:** Curb  
**Description:**

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### Image



**Title:** Curb

**Description:**

### Other Attachments

#### Path

[http://311-hubpres1.motorolasolutions.com/imageapi/image/seat-prod/18-0052759%20Re%20Damaged%20curb%20and%20alley\\_03202018160955.msg](http://311-hubpres1.motorolasolutions.com/imageapi/image/seat-prod/18-0052759%20Re%20Damaged%20curb%20and%20alley_03202018160955.msg)

**Title:** Construction company information

**Description:**

[http://311-hubpres1.motorolasolutions.com/imageapi/image/seat-prod/18-00052759%20Pictures%20Re%20Damaged%20curb%20and%20alley\\_03202018161015.msg](http://311-hubpres1.motorolasolutions.com/imageapi/image/seat-prod/18-00052759%20Pictures%20Re%20Damaged%20curb%20and%20alley_03202018161015.msg)

**Title:** Email with pictures of curb

**Description:**

[http://311-hubpres1.motorolasolutions.com/imageapi/image/seat-prod/18-00052759%20%20%20five\\_03202018161511.pdf](http://311-hubpres1.motorolasolutions.com/imageapi/image/seat-prod/18-00052759%20%20%20five_03202018161511.pdf)

**Title:** Text

**Description:**

[http://311-hubpres1.motorolasolutions.com/imageapi/image/seat-prod/18-00052759%20%20six\\_03202018161517.pdf](http://311-hubpres1.motorolasolutions.com/imageapi/image/seat-prod/18-00052759%20%20six_03202018161517.pdf)

**Title:** Text

**Description:**